AI 2030: The Future of Digital Workplace I&O and ITSM Roles

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Initiatives: CxO Leadership; Scaling Agentic AI in I&O

AI-powered automation will fundamentally alter digital workplace and ITSM roles, shifting from manual task execution to building and managing platforms that act autonomously to resolve incidents, fulfill requests and improve DEX. These insights help heads of I&O prepare for the autonomous future.

Insights at a Glance

While headlines are dominated by narratives of widespread AI layoffs and organizations slashing headcounts to reduce costs, the operational reality is a story of role transformation, not worker elimination. While AI can absorb discrete, repetitive tasks like parsing tickets or writing basic code, replacing a human employee is more difficult, especially when factoring in accountability. Because of this AI limitation, jobs are being refactored, shifting the human workforce away from manual execution and toward high-level system orchestration. This research helps heads of I&O plan for the autonomous future of the digital workplace by deciding which roles to add (increase roles), defend (upskill and keep), extend (reshape around AI and platforms), and upend (plan exits, consolidation or redeployment).

- As AI widens the gap between mature and less mature digital workplace organizations, maturing your digital workplace team is key to achieving benefits from AI, which include higher levels of business impact, employee experience and operational efficiency.
- Most digital workplace and ITSM roles will refactor rather than disappear with roles evolving from manual execution to managing platforms and agents. Direct replacement is hard because of accountability, risk, specialized IP and poor data quality.
- Organizations vary in their approach to hiring, firing, and outsourcing with geographic and cultural differences heavily impacting which digital workplace and ITSM roles are automated, outsourced, or retained.

Strategic Planning Assumption

By 2030, fewer than 20% of I&O roles will be completely phased out, but over half will be fundamentally restructured to emphasize platforms, automation and AI governance.

Issue

Many digital workplace and ITSM roles are changing in response to AI — in particular, those focused on routine end-user support, device administration and manual coordination tasks. Rather than disappearing outright, most digital workplace roles will fundamentally change to leveraging agentic platforms and autonomous actions by 2030. Heads of I&O should stop hiring in some roles, create new roles and reskill others to prepare for new operating models and role expectations.

Impact

Over the second half of this decade, heads of I&O will see two waves impacting digital workplace and ITSM roles:

- First-degree impacts will include direct task automation (e.g., device compliance, password reset, knowledge lookup, ticket routing, simple diagnosis and remediation) inside current processes and tools.
- Second-degree impacts will center around redesign of roles, workflows, org structures and spend (e.g., autonomous remediation, proactive service delivery and shifting from admin teams to platform teams).

By 2030, digital workplace and ITSM teams will move from manual support, ticket coordination and fragmented administration toward new priorities:

- Digital workplace **platform engineering**, powered by autonomous endpoint tools, **digital workplace operations automation platforms**, digital employee experience (DEX) telemetry, workflow platforms and related platforms delivers self-service, guardrails and hyper-personalized experiences to employees. Roles such as a DEX engineer and a product manager become core.
- Automation and **agentic AI** provide intelligence and manage agent frameworks that handle detection, diagnosis and remediation work performed by service desks and desktop support today. Roles such as an AI agent orchestrator and governance lead emerge to govern these systems.

- AI-augmented digital workplace engineering, where **generative AI** (for scripting, configuration, content creation and workflow design) accelerates automation, knowledge creation and platform operations, changes how specialists spend time rather than eliminating them outright.
- Governance, risk and experience will be emphasized, as AI governance, policy-as-code, DEX, ITSM governance and service ownership become embedded priorities across digital workplace and ITSM teams.
- AI-enabled forecasting, standardization and life cycle automation will improve utilization of endpoint, identity, collaboration and service management platforms while reducing unmanaged tools, duplicate workflows and low-value manual administration.

Implications

Gartner created a model to evaluate how roles are assessed based on the ability of AI and how resistant the role is to automation.

- Task consistency measures how repeatable, rule-based and low-variation the role's work is.
- AI ability measures how mature and relevant AI capabilities are for those tasks.

Roles with high task consistency and high AI ability face the greatest consolidation pressure. Roles with low task consistency and that are less able to safely delegate accountability remain more human-led.

Note that these two determinants are often inversely related. Roles often contain a mix of high- and low-consistency tasks. For the purposes of this research, we have aggregated common tasks within each role and sorted them based on their collective position. For more information on task consistency and ability or applicability, see Which IT Infrastructure and Operations Roles Will Be Redesigned by AI in 2030.

When we combine ability and consistency, we can sort current and future roles into four outcome categories:

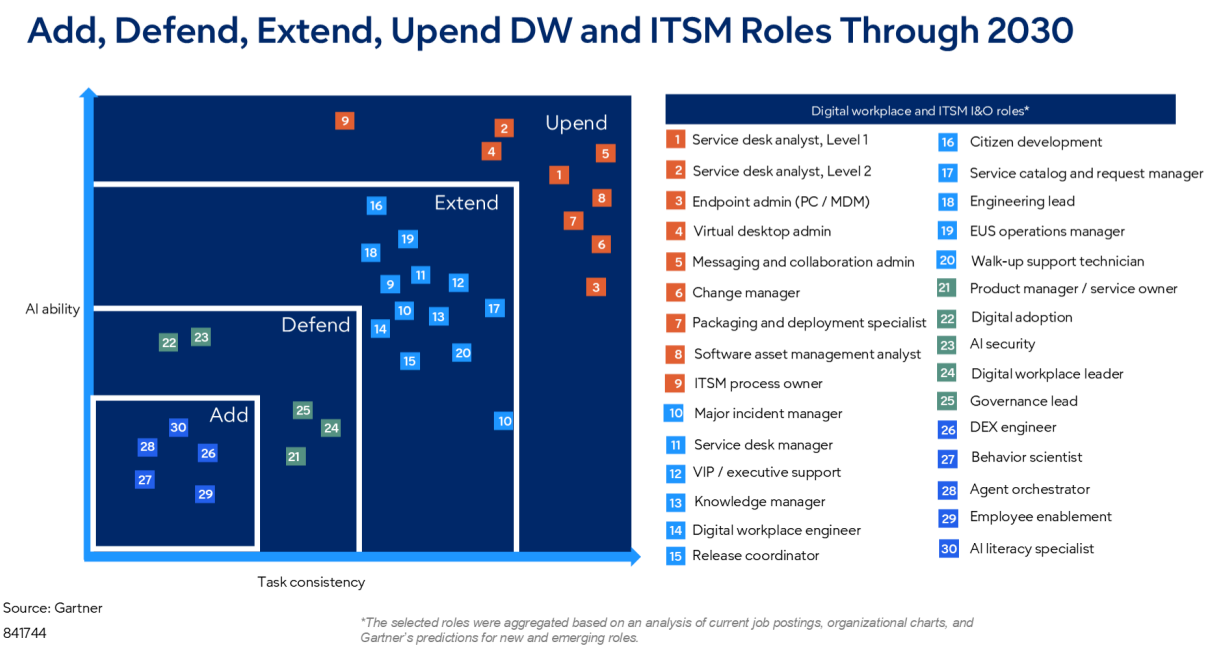
- **Add:** New or rapidly growing roles; demand significantly increases
- **Defend:** Role persists with evolutionary upskilling, not fundamental redesign

- **Extend:** Core skill set survives but job changes materially (scope, tools, expectations)
- **Upend:** Role volume materially shrinks or is absorbed into other roles and platforms

Role movement is not linear, but large category shifts usually require a combination of technology maturity, process redesign, governance readiness, and organizational adoption. Additionally, once a role reaches the stage of being upended, those staff members can be circulated back into the qualified pipeline for new and emerging "defend" roles.

Figure 1 illustrates how different key digital workplace and ITSM roles will evolve by 2030.

Figure 1: Add, Defend, Extend, Upend DW and ITSM Roles Through 2030



The selected roles were aggregated based on an analysis of current job postings, organization charts, and Gartner's predictions for new and emerging roles.

Roles to Add

Roles in the Add category reflect rapidly growing demand for AI governance, digital employee experience, **agent orchestration** and employee upskilling (see Table 1).

Table 1: Roles to Add

(Enlarged table in Appendix)

Role	2030 AI impact	Justification
Digital employee experience (DEX) engineer	Task consistency: Low AI ability: Low	As intelligent automation and AI agents saturate daily work, DEX engineers ensure these technologies truly enhance employee productivity and experience. They own the full digital experience life cycle — continuously measuring how employees interact with tools, flagging friction points, and implementing improvements through automation, personalization, and data-driven design. Working across IT, HR, and business units, they align rapid technology changes with organizational goals, making user-centric design and proactive optimization a core part of digital transformation and helping sustain high engagement in an increasingly AI-driven workplace.
Agent orchestrator	Task consistency: Low AI ability: Low	By 2030, organizations will deploy swarms of AI agents to automate complex workflows, making the agent orchestrator indispensable for governance and performance. This role supervises the design, integration, and coordination of multiple specialized AI agents to ensure they work in concert without conflict or redundancy. The agent orchestrator establishes guardrails and monitors agent behavior for reliability, compliance, and security, providing the human oversight needed in an autonomous environment. Collaborating with IT operations and platform teams, this role continuously fine-tunes how agents share tasks and data, ensuring that ever-more powerful agents amplify productivity safely and effectively.
AI literacy specialist	Task consistency: Low AI ability: Low	As AI becomes more ubiquitous in the enterprise, the AI literacy specialist ensures that employees can harness these tools responsibly and to their fullest potential. This role architects large-scale AI upskilling programs and resources that foster a workforce fluent in AI-driven applications, guarding against misuse and closing skill gaps. Through hands-on training, communications, and collaboration with HR and IT, the specialist builds an organizational culture of confidence and competence in using AI and autonomous agents. By raising digital fluency and reinforcing ethical AI practices, the AI literacy specialist maximizes the ROI of AI investments and reduces the risk of adoption failures across the business.
Behavioral scientist	Task consistency: Low AI ability: Low	As AI systems permeate everyday work, the behavioral scientist becomes essential to ensure these technologies truly benefit people. This role applies behavioral analytics and research to understand how employees respond to new automation and AI-driven support. They identify barriers to adoption (like trust gaps or change fatigue) and design targeted interventions (training, nudges, UX tweaks) to improve uptake and ethical use of AI. Partnering with IT, HR, and user experience teams, the behavioral scientist provides evidence-based guidance on shaping digital workplace changes around human behavior, ensuring that AI and agents deliver better productivity and engagement without unintended negative consequences.
Employee enablement lead	Task consistency: Low AI ability: Low	The pace of AI-driven change makes the employee enablement role a strategic linchpin for successful technology adoption. This leader defines and orchestrates enterprisewide enablement strategies, ensuring employees have the skills, motivation, and support to embrace new tools and AI agents. They coordinate across IT, HR, communications, and business units to run multichannel adoption campaigns, champion networks, and governance programs that sustain digital dexterity. By monitoring adoption metrics and mitigating change fatigue, the enablement lead ensures that rapidly evolving digital workplace technologies translate into tangible productivity gains and workforce engagement, rather than disorientation or resistance.

Source: Gartner (June 2026)

Recommended Actions for Add Roles:

- Define responsibilities in terms of skills and outcomes. Hire for adaptive, entrepreneurial characteristics alongside or over where feasible technical knowledge to ensure these new positions can adapt as technology evolves.
- Leverage your existing workforce. Many staff in upended roles already understand your DW and ITSM environments deeply. With targeted training, they can become strong candidates for add roles.
- Provide structured reskilling pipelines that include apprenticeships in platform teams and project-based rotations where staff participate in building automation or self-service portals before stepping fully into their new titles.

Roles in the defend category have low ability to safely delegate accountability, even if AI ability is high. These roles leverage AI heavily for analysis, decision support and automation, but remain human-led due to responsibility for outcomes, governance and risk decisions.

Many of these roles are leadership-, orchestration- and strategy-oriented, as it is not feasible for AI to assume the navigation of more complex goals and human-centric responsibilities (see Table 2).

Roles to Defend

Defended roles are those that have low or medium operational consistency and AI ability. Many of these roles are leadership, orchestration, and strategy oriented, as it is infeasible for AI to assume the navigation of more complex goals and human-centric responsibilities (see Table 2).

Table 2: Roles to Defend

(Enlarged table in Appendix)

Role	2030 AI impact (ratings)	Justification
Digital workplace leader	Task consistency: Medium AI ability: Low	Owns strategy, outcomes and funding trade-offs across support, endpoint, collaboration and employee experience services. AI can improve visibility and forecasting with richer analytics, but the digital workplace leader must still make value versus risk decisions, prioritize investments and align service outcomes with business goals. The leadership, strategic planning and accountability aspects of this role remain human-driven.
AI security	Task consistency: Low AI ability: Medium	Focused on securing AI-enabled systems and processes in the digital workplace. This role ensures AI-driven workflows, models and autonomous agents operate securely by managing new attack surfaces introduced by AI and automation and by collaborating with the security team. They establish guardrails, monitor AI behavior for anomalies and address novel risks to protect the organization's data and compliance.
Digital adoption lead	Task consistency: Low AI ability: Medium	Leverages analytics from digital adoption platforms to examine cross-application workflows, identify friction points and measure tool utilization. While AI can highlight user behavior patterns and recommend optimizations, the digital adoption lead must interpret these insights, refine training and support strategies, and drive improvements in user experience across tools. This role remains vital for ensuring employees effectively use digital workplace technologies and reducing digital friction.
Product manager and service owner	Task consistency: Medium AI ability: Low	Product managers for digital workplace services evolve to include AI-enabled service experiences and continuous optimization. AI can inform roadmaps via usage analytics and generate solution suggestions, but humans must still prioritize features, balance trade-offs and make decisions under uncertainty. By 2030, this role becomes more central as digital workplace services behave like products (e.g., self-service features, automation, in-app experiences). Product managers place greater focus on value measurement, experiment design and governing services as "products" to ensure they meet business outcomes.
Governance lead	Task consistency: Low AI ability: Medium	As AI tools automate routine policy enforcement and monitoring, the governance lead focuses on defining policy frameworks, accountability and human-in-the-loop thresholds for AI-driven digital workplace services. This role ensures autonomous systems operate within ethical and regulatory boundaries. While AI can help flag compliance issues or enforce standard rules, core governance decisions (such as risk acceptance, exception handling and policy changes) remain human-led to maintain proper oversight, regulatory compliance and risk management.

Source: Gartner (June 2026)

Recommended actions for defend roles:

- Define explicit governance charters for each defend role, such as which decisions the role owns versus advises on, how AI-generated recommendations are used or overridden, and escalation paths for high-risk or ambiguous cases.
- Create decision matrices that encode when humans must be "in the loop" or "on the loop," particularly for change approvals for high-risk deployments, major incident response, customer-impacting issues, risk acceptance and policy exceptions.
- Leverage your existing workforce. Many staff in upended roles already understand your environment deeply. Similar to being strong candidates for add roles, with targeted training, they can become strong candidates for defend roles.

- Provide structured reskilling that includes apprenticeships in platform teams and project-based rotations where staff participate in building automation or self-service portals.

Roles to Extend

Roles in the extend category can be highly augmented by AI, as they have a medium level of consistency and AI capability. Certain core tasks will be automated, and the role will evolve as a result (see Table 3).

Table 3: Roles to Extend.

(Enlarged table in Appendix)

Role	2030 AI impact (ratings)	Justification
Walk-up support technician	Task consistency: Medium AI ability: Medium	Routine triage and knowledge lookup are increasingly automated, reducing some of this role's basic tasks. However, walk-up support technicians remain essential for in-person support and for handling complex, sensitive interactions and situations where self-service or automation fails. By 2030, the role shifts toward concierge-level service: handling physical device challenges, offering high-touch assistance for complex cases and validating AI-suggested fixes on site. Key skills expand to include empathetic communication, coaching, sensitivity to user experience and the ability to escalate issues to automation and engineering teams.
Knowledge manager	Task consistency: Medium AI ability: Medium	Knowledge creation and maintenance become AI-accelerated (e.g., automated article drafting, summarization, tagging), but human oversight is critical to ensure accuracy and relevance as content volume grows. The knowledge and content manager shifts from writing every document to curating knowledge sources, validating AI-generated content, managing taxonomy and governing how knowledge is used. Human judgment is needed to prevent AI errors (like hallucinations), align knowledge with policies and ensure that information supports self-service and automation efforts.
Service catalog and request manager	Task consistency: High AI Ability: Medium	Having high-quality data in the service catalog is foundational to self-service opportunities, request automation, and eventually confident AI agent execution of standard, defined activities. The service catalog manager will be needed to ensure that the catalog contains detailed, accurate information that can be leveraged by AI agents. Historically, this role may have been more focused on gathering catalog information and formatting it; AI tools will help with information collection, and this role must shift to focusing on defining what information is captured, monitoring data accuracy, and overseeing AI agent activity against the defined catalog items.
Service desk manager	Task consistency: Medium AI ability: Medium	The focus of service desk management shifts from staffing and queue control to supervising AI-driven support. Service desk managers in 2030 oversee metrics like automated resolution rates, AI agent performance and escalation handling. While AI handles more frontline issues, humans remain accountable for customer experience, refining AI support workflows, setting escalation policies and ensuring the service desk meets service levels and quality outcomes. The role becomes more data-driven, blending traditional operational management with oversight of AI-enabled support tools.
Digital workplace engineer	Task consistency: Medium AI ability: Medium	The digital workplace engineer role evolves from traditional IT and system administration to platform engineering and self-healing across endpoints, collaboration tools and workflow automation. AI assists by accelerating tasks like scripting, configuration and incident pattern recognition, but humans still define standards, validate changes and manage complex exceptions. By 2030, these engineers will act as integrators and builders of secure, user-centric services, emphasizing guardrails, telemetry analysis and continuous improvement of the digital workplace environment.
Release coordinator	Task consistency: Medium AI ability: Medium	Many software releases are automated by 2030, but release coordinators remain responsible for overseeing the end-to-end process. AI can predict risks and recommend schedules or rollback strategies, but humans must resolve conflicts, ensure readiness (especially for high-impact or regulated changes) and maintain stakeholder alignment. This role monitors vendor releases and internal changes across built as vendor technologies.
VIP/executive support	Task consistency: Medium AI ability: Medium	AI will handle a growing share of technical issues for end users through self-service portals and automated troubleshooting systems, but VIP and executive support remains crucial for high-touch, high-priority service. Executives require personalized, immediate assistance and discretion for complex issues that automation may not fully resolve. By 2030, this role shifts toward orchestrating AI-assisted troubleshooting, managing secure configurations for executives and delivering white-glove experiences. Human judgment and relationship management are irreplaceable for prioritizing critical support and maintaining executive trust.
Engineering lead	Task consistency: Medium AI ability: Medium	AI significantly increases engineering throughput by automating code generation, testing and monitoring, but the engineering lead retains responsibility for architecture decisions, prioritization, quality standards and risk management. By 2030, the role incorporates AI governance, defining guardrails, setting acceptable automation boundaries, ensuring rigorous testing and compliance, and managing technical debt from rapid AI-assisted changes. Engineering leads spend more time on system design, mentoring and automating operational tasks as development becomes more continuous and AI-augmented.
EUS operations manager	Task consistency: Medium AI ability: Medium	With AI taking on more coordination, alert handling and routine remediation, the end-user services (EUS) operations manager oversees admins increasingly leveraging AI-driven processes. The role shifts toward governing automated operations, validating AI-generated resolutions and ensuring resilience when automated solutions encounter exceptions.
Citizen development lead	Task consistency: Medium AI ability: High	The practice of citizen development (allowing non-IT employees to create their own applications using low-code/no-code tools) expands significantly with AI support by 2030. AI-driven development platforms enable business users to build solutions with minimal coding, automating many steps of the development process. This democratization of development shifts some responsibilities out of IT, reducing routine app-building workloads. However, IT still plays a role in providing platforms, guardrails, maintenance and governance to ensure that citizen-created solutions are secure, compliant and aligned with enterprise standards.
Major incident manager	Task consistency: High AI ability: Low	While AI can support the detection of incidents and handle effective communications, the major incident manager is a critical role as major incidents are high enough in visibility that human oversight will be welcome and accountability must be established.

Source: Gartner (June 2026)

Recommended actions for extend roles:

- Have extend roles set guardrails around:
  - Which classes of incidents and changes are eligible for full automation and AI?
  - Which rollback and safety mechanisms are mandatory?
  - How to log and audit AI decisions for later review?
- Build a formal understanding on how AI use cases infer anomalies and correlations, designing observable systems that AI can reason about, evaluating AI recommendations and recognizing failure modes or bias.

Roles to Upend

Roles in the upend category have high operational consistency and/or advanced AI ability. The roles that will be most impacted include those with the following tasks:

- Traditional infrastructure administration
- Manual compute operations
- Reactive endpoint management practices

By 2030, these roles will either go through a significant structural evolution, multiple roles will be consolidated into one larger role with cross-silo responsibilities, and/or fully transfer responsibilities to AI. Upending certain roles (e.g., by freezing backfills) also serves to free up the operational budget necessary to self-fund the newly added roles, like "agent orchestrators," thus directly supporting the CIO and I&O leader's mutual goal to optimize costs within I&O (see Table 4). [1]

Table 4: Roles to Upend

(Enlarged table in Appendix)

Role	2030 AI impact (ratings)	Justification
Service desk technician, Level 1	Task consistency: High AI ability: High	High-volume, routine Level 1 support requests are largely resolved by virtual agents and self-service automation by 2030, significantly reducing demand for first-line human support. The service desk technician, Level 1 role is largely upended, remaining technicians focus on empathic service for unique escalations, while many others are reassigned to oversee AI-driven support or knowledge management.
Service desk technician, Level 2	Task consistency: High AI ability: High	Advanced diagnostics and remediation tasks handled by Level 2 support are extensively automated by 2030, sharply reducing the need for Level 2 technicians. This role shifts to focus on novel or high-impact incidents and improving automation scripts; many traditional Level 2 positions are repurposed into automation engineering or platform reliability roles as repetitive midtier issues are eliminated by AI.
Endpoint engineer (PC/MDM)	Task consistency: High AI ability: High	Routine endpoint administration (device configuration, patching, compliance checks) is largely taken over by autonomous endpoint management tools and policy automation. Human effort moves from hands-on device management to overseeing guardrails, handling exceptions and optimizing employee device experience (DEX) outcomes. As these platforms mature, organizations significantly reduce dedicated head count for day-to-day endpoint tasks and reskill many endpoint engineers into roles such as DEX specialists, automation engineers or platform managers. The endpoint engineer role is largely upended in volume, transforming into a smaller group focused on strategic oversight and policy design rather than manual device work.
Virtual desktop admin	Task consistency: High AI ability: High	AI-driven monitoring and optimization of virtual desktop environments (VDI/DaaS) reduce the need for manual tuning and reactive troubleshooting, especially for on-premises VDI deployments. The role evolves toward designing policies and user experience parameters for virtual desktops, integrating these platforms with identity, security and application delivery. Engineers spend far less time on repetitive configuration and capacity management and more on defining environment intent, validating AI recommendations and resolving edge cases where performance, compliance or unique user needs require human judgment.
Messaging and collaboration admin	Task consistency: High AI ability: High	Configuration, policy enforcement and common troubleshooting tasks for email and collaboration platforms become highly automated through vendor-provided AI tools, templates and self-healing capabilities. As a result, the messaging and collaboration administrator role significantly decreases in volume. The remaining responsibilities center on cross-platform governance, advanced security controls, AI agent integrations, life cycle management and user experience optimization. These tasks often shift into broader platform engineering or service owner roles, as day-to-day administration is absorbed by intelligent platforms and standardized cloud services.
Change manager	Task consistency: High AI ability: High	Change management will be highly impacted by the introduction of AI, from risk scoring to automated approvals and execution of rollbacks. Introducing more AI and automation can help reduce the time required to oversee the change management process, resulting in disruption to this role. However, accountability for the change management process will likely shift to the ITSM leader or governance lead.
Packaging and deployment specialist	Task consistency: High AI ability: High	Software packaging and deployment processes are increasingly standardized and automated via modern app stores, containerization and AI-assisted testing. The dedicated packaging and deployment specialist role is largely phased out as automated pipelines handle routine packaging and automated quality checks. Human attention is reserved for exceptional cases like legacy applications or unique technical constraints and accelerating deployments. Many packaging duties consolidate into broader endpoint or platform engineering functions, and the need for a stand-alone packaging specialist diminishes significantly by 2030.
Software asset management analyst	Task consistency: High AI ability: High	License tracking and software asset optimization become more data-driven and automated with improved telemetry and vendor licensing APIs. AI can continuously identify unused licenses, compliance issues and cost-saving opportunities, reducing manual inventory work. Human efforts in the software asset management analyst role shift to governance (e.g., defining policies for usage), negotiating with vendors and handling exceptions or complex licensing scenarios that require business context. By 2030, many routine software asset management tasks are subsumed by SaaS tools and AI-driven analytics, often merging this role into a broader SaaS or IT asset management function.
ITSM process owner	Task consistency: Medium AI ability: High	All ITSM processes will be disrupted with the introduction of AI technologies. Workflows across incident, problem, change, request, and catalog management will all be impacted; however, oversight of the process is still critical to retain human eyes on. Process owners will be expected to integrate AI into their workflows, but will simultaneously need to keep a close eye on configuration drift.

Source: Gartner (June 2026)

Recommended actions for upend roles:

- Stop backfilling in clearly upended roles where automation is mature and effective. Set a policy that new head count growth should be directed to defend, add and extend roles wherever possible.
- Create structured redeployment paths:
  - Service desk → automation architect support, **employee enablement** or knowledge management
  - Endpoint admin → Digital workplace or DEX engineer

- Entry-level roles will be impacted most. Since AI can now handle the tedious work (log checking, basic setup), the path from junior to senior will require a much heavier focus on AI platform design, business alignment and automation.
- Handling upended roles thoughtfully protects morale and reputation and reduces resistance to necessary automation. Provide clear communication of AI impacts and support for reskilling and transition (see Address the Human Consequences of AI Adoption in I&O).

Evidence

2025 Gartner I&O Signature Role Survey. This survey was conducted to identify the key goals and challenges faced by infrastructure and operations leaders. Additionally, the survey focused on understanding key aspects related to technical debt, the primary drivers of investment decisions, and the adoption of AI within the infrastructure and operations (I&O) function. The research was conducted online from May through July 2025 among 253 respondents from the U.S. (n = 119), U.K. (n = 52), India (n = 51) and Germany (n = 31). Qualifying organizations operated in multiple industries and reported enterprisewide revenue for fiscal 2024 of at least $50 million or equivalent. Qualified respondents were screened to be heads of I&O or CIOs. All respondents led, participated in or influenced strategies and investment decisions for infrastructure and operations. Disclaimer: The results of this study do not represent global findings or the market as a whole, but reflect the sentiments of the respondents and companies surveyed.

Recommended by the Authors

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Job Description Library: Digital Workplace and End-User Services

The Future of I&O 2030: The Impact of AI

Case Study: Adopt Generative AI for Service Desk Productivity (Sentara)

How Digital Workplace Leaders Can Optimize Workplace Experience

Digital Workplace Maturity Assessment Tool

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Table 1: Roles to Add

Role	*2030 AI impact*	*Justification*
Digital employee experience (DEX) engineer	Task consistency: Low AI ability: Low	As intelligent automation and AI agents saturate daily work, DEX engineers ensure these technologies truly enhance employee productivity and experience. They own the full digital experience life cycle — continuously measuring how employees interact with tools, flagging friction points, and implementing improvements through automation, personalization, and data-driven design. Working across IT, HR, and business units, they align rapid technology changes with organizational goals, making user-centric design and proactive optimization a core part of digital transformation and helping sustain high engagement in an increasingly AI-driven workplace.
Agent orchestrator	Task consistency: Low AI ability: Low	By 2030, organizations will deploy swarms of AI agents to automate complex workflows, making the agent orchestrator indispensable for governance and performance. This role supervises the design, integration, and coordination of multiple specialized AI agents to ensure they work in concert without conflict or redundancy. The

Role ↓	*2030 AI impact* ↓	*Justification* ↓
		agent orchestrator establishes guardrails and monitors agent behavior for reliability, compliance, and security, providing the human oversight needed in an autonomous environment. Collaborating with IT operations and platform teams, this role continuously fine-tunes how agents share tasks and data, ensuring that ever-more powerful agents amplify productivity safely and effectively.
AI literacy specialist	Task consistency: Low AI ability: Low	As AI becomes more ubiquitous in the enterprise, the AI literacy specialist ensures that employees can harness these tools responsibly and to their fullest potential. This role architects large-scale AI upskilling programs and resources that foster a workforce fluent in AI-driven applications, guarding against misuse and closing skill gaps. Through hands-on training, communications, and collaboration with HR and IT, the specialist builds an organizational culture of confidence and competence in using AI and autonomous agents. By raising digital fluency and reinforcing ethical AI practices, the AI literacy specialist maximizes the ROI of AI investments and reduces the risk of adoption failures across the business.

Role	*2030 AI impact*	*Justification*
Behavioral scientist	Task consistency: Low AI ability: Low	As AI systems permeate everyday work, the behavioral scientist becomes essential to ensure these technologies truly benefit people. This role applies behavioral analytics and research to understand how employees respond to new automation and AI-driven support. They identify barriers to adoption (like trust gaps or change fatigue) and design targeted interventions (training, nudges, UX tweaks) to improve uptake and ethical use of AI. Partnering with IT, HR, and user experience teams, the behavioral scientist provides evidence-based guidance on shaping digital workplace changes around human behavior, ensuring that AI and agents deliver better productivity and engagement without unintended negative consequences.
Employee enablement lead	Task consistency: Low AI ability: Low	The pace of AI-driven change makes the employee enablement role a strategic linchpin for successful technology adoption. This leader defines and orchestrates enterprisewide enablement strategies, ensuring employees have the skills, motivation, and support to embrace new tools and AI agents. They coordinate across IT, HR, communications, and business units to run multichannel adoption campaigns, champion

Role	*2030 AI impact*	*Justification*
		networks, and governance programs that sustain digital dexterity. By monitoring adoption metrics and mitigating change fatigue, the enablement lead ensures that rapidly evolving digital workplace technologies translate into tangible productivity gains and workforce engagement, rather than disorientation or resistance.

Source: Gartner (June 2026)

Table 2: Roles to Defend

Role	*2030 AI impact (ratings)*	*Justification*
Digital workplace leader	Task consistency: Medium AI ability: Low	Owns strategy, outcomes and funding trade-offs across support, endpoint, collaboration and employee experience services. AI can improve visibility and forecasting with richer analytics, but the digital workplace leader must still make value versus risk decisions, prioritize investments and align service outcomes with business goals. The leadership, strategic planning and accountability aspects of this role remain human-driven.
AI security	Task consistency: Low AI ability: Medium	Focused on securing AI-enabled systems and processes in the digital workplace. This role ensures AI-driven workflows, models and autonomous agents operate securely by managing new attack surfaces introduced by AI and automation and by collaborating with the security team. They establish guardrails, monitor AI behavior for anomalies and address novel risks to protect the organization's data and compliance.
Digital adoption lead	Task consistency: Low AI ability: Medium	Leverages analytics from digital adoption platforms to examine cross-application workflows, identify friction points and measure tool utilization. While AI can highlight user behavior

Role	*2030 AI impact (ratings)*	*Justification*
		patterns and recommend optimizations, the digital adoption lead must interpret these insights, refine training and support strategies, and drive improvements in user experience across tools. This role remains vital for ensuring employees effectively use digital workplace technologies and reducing digital friction.
Product manager and service owner	Task consistency: Medium AI ability: Low	Product managers for digital workplace services evolve to include AI-enabled service experiences and continuous optimization. AI can inform roadmaps via usage analytics and generate solution suggestions, but humans must still prioritize features, balance trade-offs and make decisions under uncertainty. By 2030, this role becomes more central as digital workplace services behave like products (e.g., self-service features, automation, in-app experiences). Product managers place greater focus on value measurement, experiment design and governing services as “products” to ensure they meet business outcomes.
Governance lead	Task consistency: Low AI ability: Medium	As AI tools automate routine policy enforcement and monitoring, the governance lead focuses on defining policy frameworks, accountability and human-in-the-loop thresholds for AI-driven digital

Role ↓	*2030 AI impact (ratings)* ↓	*Justification* ↓
		workplace services. This role ensures autonomous systems operate within ethical and regulatory boundaries. While AI can help flag compliance issues or enforce standard rules, core governance decisions (such as risk acceptance, exception handling and policy changes) remain human-led to maintain proper oversight, regulatory compliance and risk management.

Source: Gartner (June 2026)

Table 3: Roles to Extend.

Role	*2030 AI impact (ratings)*	*Justification*
Walk-up support technician	Task consistency: Medium AI ability: Medium	Routine triage and knowledge lookup are increasingly automated, reducing some of this role's basic tasks. However, walk-up support technicians remain essential for in-person support of device issues, empathy-driven interactions and situations where self-service or automation fails. By 2030, the role shifts toward concierge-level service: handling physical device challenges, offering high-touch assistance for complex cases and validating AI-suggested fixes on site. Key skills expand to include proficiency with diagnostic tooling, sensitivity to user experience and the ability to escalate issues to automation and engineering teams.
Knowledge manager	Task consistency: Medium AI ability: Medium	Knowledge creation and maintenance become AI-accelerated (e.g., automated article drafting, summarization, tagging), but human oversight is critical to ensure accuracy and relevance as content volume grows. The knowledge and content manager shifts from writing every document to curating knowledge sources, validating AI-generated content, managing

Role	*2030 AI impact (ratings)*	*Justification*
		taxonomy and maintaining content quality. Human judgment is needed to prevent AI errors (like hallucinations), align knowledge with policies and ensure that information supports self-service and automation efforts.
Service catalog and request manager	Task consistency: High AI Ability: Medium	Having high-quality data in the service catalog is foundational to self-service opportunities, request automation, and eventually confident AI agent execution of standard, defined activities. The service catalog manager will be needed to ensure that the catalog contains detailed, accurate information that can be leveraged by AI agents. Where in the past this role may have been more focused on gathering catalog information and formatting it, AI tools will help with information collection, and this role must shift to focusing on defining what information is captured, monitoring data accuracy, and overseeing AI agent activity against the defined catalog items.
Service desk manager	Task consistency: Medium AI ability: Medium	The focus of service desk management shifts from staffing and queue control to supervising AI-driven support. Service desk managers in 2030 oversee metrics like automated ticket deflection rates, bot performance and escalation handling. While AI handles more frontline issues, humans

Role	*2030 AI impact (ratings)*	*Justification*
		remain accountable for customer experience, refining AI support workflows, setting escalation policies and ensuring the service desk meets service levels and quality outcomes. The role becomes more data-driven, blending traditional operations management with oversight of AI-enabled support tools.
Digital workplace engineer	Task consistency: Medium AI ability: Medium	The digital workplace engineer role evolves from manual device and system administration to platform engineering and self-healing across endpoints, collaboration tools and workflow automation. AI assists by accelerating tasks like scripting, configuration and incident pattern recognition, but humans still define standards, validate changes and manage complex exceptions. By 2030, these engineers will act as integrators of AI capabilities into stable, user-centric services, emphasizing guardrails, telemetry analysis and continuous improvement of the digital workplace environment.
Release coordinator	Task consistency: Medium AI ability: Medium	Many software releases are automated by 2030, but release coordinators remain responsible for overseeing the end-to-end process. AI can predict risks and recommend schedules or rollback strategies, but humans must resolve conflicts,

Role	*2030 AI impact (ratings)*	*Justification*
		ensure readiness (especially for high-impact or regulated changes) and maintain stakeholder alignment. This role monitors vendor roadmaps and customizes services built on vendor technologies.
VIP/executive support	Task consistency: Medium AI ability: Medium	AI will handle a growing share of technical issues for end users through proactive diagnostics and self-healing systems, but VIP and executive support remains crucial for high-touch, high-priority service. Executives require personalized, immediate assistance and discretion for complex issues that automation may not fully resolve. By 2030, this role shifts toward orchestrating AI-assisted troubleshooting, ensuring secure configurations for executives and delivering white-glove experiences. Human judgment and relationship management are irreplaceable for prioritizing critical support and maintaining executive trust.
Engineering lead	Task consistency: Medium AI ability: Medium	AI significantly increases engineering throughput by automating code generation, testing and monitoring, but the engineering lead retains responsibility for architecture decisions, prioritization, quality standards and risk management. By 2030, the role incorporates AI

Role	*2030 AI impact (ratings)*	*Justification*
		governance into engineering work: defining acceptable automation boundaries, ensuring rigorous testing and compliance, and managing technical debt from rapid AI-assisted changes. Engineering leads spend more time on system design, mentoring and automating operational tasks as development becomes more continuous and AI-augmented.
EUS operations manager	Task consistency: Medium AI ability: Medium	With AI taking on more coordination, alert handling and routine remediation, the end-user services (EUS) operations manager oversees admins increasingly leveraging AI-driven processes. The role shifts to supervising autonomous operations, validating AI-generated resolutions and ensuring resilience when automated solutions encounter exceptions.
Citizen development lead	Task consistency: Medium AI ability: High	The practice of citizen development (allowing non-IT employees to create their own applications using low-code/no-code tools) expands significantly with AI support by 2030. AI-driven development platforms enable business users to build solutions with minimal coding, automating many steps of the development process. This democratization of development shifts some responsibilities out of IT, reducing routine app-

Role	*2030 AI impact (ratings)*	*Justification*
		building workloads. However, IT still plays a role in providing platforms, guardrails, maintenance and governance to ensure that citizen-created solutions are secure, compliant and aligned with enterprise standards.
Major incident manager	Task consistency: High AI ability: Low	While AI can support the detection of incidents and handle effective communications, the major incident manager is a critical role as major incidents are high enough in visibility that human oversight will be welcome and accountability must be established.

Source: Gartner (June 2026)

Table 4: Roles to Upend

Role	*2030 AI impact (ratings)*	*Justification*
Service desk technician, Level 1	Task consistency: High AI ability: High	High-volume, routine Level 1 support requests are largely resolved by virtual agents and self-service automation by 2030, significantly reducing demand for first-line human support. The service desk technician, Level 1 role is largely upended; remaining technicians focus on empathic service for unique escalations, while many others are reassigned to oversee AI-driven support or knowledge management.
Service desk technician, Level 2	Task consistency: High AI ability: High	Advanced diagnostics and remediation tasks handled by Level 2 support are extensively automated by 2030, sharply reducing the need for Level 2 technicians. This role shifts to focus on novel or high-impact incidents and improving automation scripts; many traditional Level 2 positions are repurposed into automation engineering or platform reliability roles as repetitive midtier issues are eliminated by AI.

Role	*2030 AI impact (ratings)*	*Justification*
Endpoint engineer (PC/MDM)	Task consistency: High AI ability: High	Routine endpoint administration (device configuration, patching, compliance checks) is largely taken over by autonomous endpoint-management tools and policy automation. Human effort moves from hands-on device management to overseeing guardrails, handling exceptions and optimizing employee device experience (DEX) outcomes. As these platforms mature, organizations significantly reduce dedicated head count for day-to-day endpoint tasks and reskill many endpoint engineers into roles such as DEX specialists, automation engineers or platform managers. The endpoint engineer role is largely upended in volume, transforming into a smaller group focused on strategic oversight and policy design rather than manual device work.
Virtual desktop admin	Task consistency: High AI ability: High	AI-driven monitoring and optimization of virtual desktop environments (VDI/DaaS) reduce the need for manual tuning and reactive troubleshooting, especially for on-premises VDI deployments. The role evolves toward designing policies and user experience parameters for virtual desktops, integrating these platforms with identity, security

Role	*2030 AI impact (ratings)*	*Justification*
		and application delivery. Engineers spend far less time on repetitive configuration and capacity management and more on defining environment intent, validating AI recommendations and resolving edge cases where performance, compliance or unique user needs require human judgment.
Messaging and collaboration admin	Task consistency: High AI ability: High	Configuration, policy enforcement and common troubleshooting tasks for email and collaboration platforms become highly automated through vendor-provided AI tools, templates and self-healing capabilities. As a result, the messaging and collaboration administrator role significantly decreases in volume. The remaining responsibilities center on cross-platform governance, advanced security controls, AI agent integrations, life cycle management and user experience optimization. These tasks often shift into broader platform engineering or service owner roles, as day-to-day administration is absorbed by intelligent platforms and standardized cloud services.

Role	*2030 AI impact (ratings)*	*Justification*
Change manager	Task consistency: High AI ability: High	Change management will be highly impacted by the introduction of AI, from risk scoring to automated approvals and execution of rollbacks. Introducing more AI and automation can help reduce the time required to oversee the change management process, resulting in disruption to this role. However, accountability for the change management process will likely shift to the ITSM leader or governance lead.
Packaging and deployment specialist	Task consistency: High AI ability: High	Software packaging and deployment processes are increasingly standardized and automated via modern app stores, containerization and AI-assisted testing. The dedicated packaging and deployment specialist role is largely phased out as automated pipelines handle routine packaging and automated quality checks. Human attention is reserved for exceptional cases like legacy applications or unique technical constraints and accelerating deployments. Many packaging duties consolidate into broader endpoint or platform engineering functions, and the need for a stand-alone packaging specialist diminishes significantly by 2030.

Role	*2030 AI impact (ratings)*	*Justification*
Software asset management analyst	Task consistency: High AI ability: High	License tracking and software asset optimization become more data-driven and automated with improved telemetry and vendor licensing APIs. AI can continuously identify unused licenses, compliance issues and cost-saving opportunities, reducing manual inventory work. Human efforts in the software asset management analyst role shift to governance (e.g., defining policies for usage), negotiating with vendors and handling exceptions or complex licensing scenarios that require business context. By 2030, many routine software asset management tasks are subsumed by SaaS tools and AI-driven analytics, often merging this role into a broader SaaS or IT asset management function.
ITSM process owner	Task consistency: Medium AI ability: High	All ITSM processes will be disrupted with the introduction of AI technologies. Workflows across incident, problem, change, request, and catalog management will all be impacted; however, oversight of the process is still critical to retain human eyes on. Process owners will be expected to integrate AI into their workflows, but will

Role	*2030 AI impact (ratings)*	*Justification*
		simultaneously need to keep a close eye on configuration drift.

Source: Gartner (June 2026)